



**DEPARTMENT OF VETERANS AFFAIRS**  
**Veterans Benefits Administration**  
**Washington, D.C. 20420**

April 1, 2004

VBA Letter 20-04-10

Director (00)

All VA Regional Offices and Centers

SUBJ: Updated Alternate Dispute Resolution (ADR) Tracking Report

1. The Office of Resolution Management reports annually on the Department of Veterans Affairs' (VA) use of ADR and must provide sufficient data to demonstrate the effectiveness of VA's ADR program. In order to comply with these requirements, each regional office must provide specific information quarterly. All reports are due on the fifth day following the end of each quarter. If a regional office has nothing to report, it must still submit a negative response.

2. Since this is a quarterly report, regional offices are to submit quarterly data only for the numbers of additional measures in each category. For example, the second quarter report (January through March) would not include the cases or report on the status of cases listed in any preceding quarter's report. The following information is required in each quarter's report:

a. Number of new workplace disputes. This number should encompass all forms of workplace disputes handled by the local ADR Coordinator, including but not limited to informal disputes, administrative grievances, and cases concerning Equal Employment Opportunity (EEO), the Merit System Protection Board (MSPB), or Federal Labor Relations Authority (FLRA).

b. Number of times aggrieved employee was offered mediation.

c. Number of formal mediation sessions conducted. Formal mediation is defined as the process of the aggrieved person and the other party working with one or more trained mediators in a face-to-face meeting with the goal of reaching a written settlement agreement.

d. Number of management refusals.

e. Number of mediation referrals received.

3. Please use the enclosed sample to report the requested information in the same format as depicted. Please provide a number in each category, including the numeral zero if such is the case.

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4. Information is due to VBA's Office of Diversity Management and Equal Employment Opportunity (DM&EEO) no later than the close of business on the fifth day of the month following the end of each quarter (October – December, January – March, April – June, and July – September). Please e-mail the requested information to the VAVBAWAS/CO/DM&EEO mailbox. If you have questions regarding this report, please contact Mr. Johnny Logan at (202) 273-7042.

/s/

Daniel L. Cooper

Under Secretary for Benefits

Enclosure

Veterans Benefits Administration  
Period of : 2nd Qtr (Jan - March)

Number of New Workplace Disputes	Number of Times Aggrieved Employee Offered Mediation	Number of Formal Mediation Sessions Conducted	Number of Management Refusals	Number of Mediation Referrals Received
0	0	0	0	0